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PATENT TRADEMARK OFFICE

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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Complete if Known

STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application No.	10/724,955
				Filing Date	12/01/2003
				First Named Inventor	Renjith Ramachandran
				Art Unit	3691
				Examiner Name	Kalinowski, Alexander G
				Attorney Docket No.	1160215.0511786
Sheet	1	of	2		

U.S. PATENT DOCUMENTS

Examiner initials	Cite No.	DOCUMENT NUMBER	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind code ² (if known)			
		See Convergys Cross References Below			

FOREIGN PATENT DOCUMENTS

Examiner initials	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind code ⁵ (if known)				
		None				

OTHER PRIOR ART – NON-PATENT LITERATURE DOCUMENTS

Examiner initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ⁶
		None	

CONVERGYS CROSS REFERENCES

Examiner initials	Cite No.	
	1	U.S. Application Serial No. 10/190,728 filed 07/08/2002; Swarna (US 2004-0006608 A1)
	2	Application for U.S. Application Serial No. 10/190,728
	3	Information Disclosure Statement dated 07/08/2002 for U.S. Application Serial No. 10/190,728
	4	Office Action dated 10/03/2005 for U.S. Application Serial No. 10/190,728
	5	Information Disclosure Statement dated 03/27/2006 for U.S. Application Serial No. 10/190,728

EXAMINER SIGNATURE _____ DATE CONSIDERED _____

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter office that issued the document, by the two-letter code (WIPO Standard ST. 3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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Sheet	2	of	2	Attorney Docket No.	1160215.0511786

6	Office Action dated 05/02/2006 for U.S. Application Serial No. 10/190,728
7	Office Action dated 01/26/2007 for U.S. Application Serial No. 10/190,728
8	Office Action dated 09/07/2007 for U.S. Application Serial No. 10/190,728
9	U.S. Application Serial No. 10/666,631 filed 09/18/2003; Birch (US 2005-0065879 A1)
10	Application for U.S. Application Serial No. 10/666,631
11	Information Disclosure Statement dated 09/18/2003 for U.S. Application Serial No. 10/666,631
12	Office Action dated 07/26/2007 for U.S. Application Serial No. 10/666,631
13	U.S. Application Serial No. 11/457,048 filed 07/12/2006; Irwin
14	Application for U.S. Application Serial No. 11/457,048
15	Information Disclosure Statement dated 07/31/2006 for U.S. Application Serial No. 11/457,048
16	Information Disclosure Statement dated 02/22/2007 for U.S. Application Serial No. 11/457,048

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